

*Addison
Consolidated
Dispatch
Center*

Prepared for the Village of Westmont



Addison Consolidated Dispatch Center's Mission and Values Statement

Mission:

We are committed to building public trust and providing superior service by treating everyone with dignity and respect; while providing for the needs and safety of the communities and responders.

Values:

To fulfill this mission to both the communities and the responders, the Addison Consolidated Dispatch Center adopts these values:

To express compassion by treating everyone with courtesy, empathy, impartiality, and respect.

To demonstrate dependability by gathering and providing accurate information in an efficient and confidential manner.

To foster integrity by always being ethical and honest.

To exhibit professionalism by being loyal and taking the responsibility for working as a team.

ACDC Police Services

- Process 911 and Non-Emergency Telephone Calls (Separate Lines identified for Westmont Police)
- Dispatch & Coordinate Police Units and Specialty Units
- Generate CADs for Calls for Service
- Keep Track of Officers Status via CAD
- Monitor Fire and Public Works Talk Groups
- Conduct After Hours Public Works Call-Outs
- Provide Copies of Telephone and or Radio Traffic per Request
- House and Process Warrants
- Perform LEADS Validations
- ACDC Portal (web based program anyone with credentials can access)
 - Arrest Logs
 - Towed Vehicles
 - Emergency Conditions Log– Public Works
 - Key-holder Data Base
 - Maps
 - Floor Plans
 - Daily Bulletins
 - Permits
- Create and Conduct Radio Drills
- Create 205 Communications Plans for Special Events
- Customer Service Program
- TC Training
 - ACDC In-House Training Program
 - APCO Certified Training Officers
 - Rapid Response Participation
 - Use of Force Training w/ Patrol
 - Monthly On-going Training

ACDC Fire/EMS Dispatching Services

- Process 911 and Non-Emergency Telephone Calls (Separate Lines identified for Westmont Fire)
- Dispatch & Coordinate Fire/EMS Units
- Generate CADs for Calls for Service
- Keep Track of Units Status via CAD
- Monitor Public Works Talk Groups
- After Hours P.W Notifications
- Monitor Cameras at Westmont Fire Department
- Provide Copies of Telephone and or Radio Traffic per Request
- ACDC Portal (web based program anyone with credentials can access)
 - Emergency Conditions Log for Public Works
 - Key-holder Data Base
 - Maps & Floor Plans
 - Daily Bulletins
 - Vacant Premise
 - Permits
- Maintain Premise Alert Database
- Create and Conduct Radio Drills
- Create 205 Communications Plans for Special Events
- Customer Service Program

2015 Statistics

ACDC Training

| | |
|--------------------------|------------------------------------|
| Director/Deputy Director | 104 Hours of Training |
| Team Leaders | 120 Hours of Training |
| TCs | 552 Hours of Training |
| Total | 776 Total Hours of Training |

Recording Requests

A total of 292 requests for audio, video, or MDC messages were received and processed in 2015. The Deputy Director processed the majority of these within 1 business day.

| Agency | Audio | Video | MDC |
|-----------------|------------|------------|----------|
| Addison | 64 | 138 | 0 |
| Bensenville | 13 | 0 | 0 |
| Bloomington | 72 | 0 | 0 |
| Forest Preserve | 1 | 0 | 0 |
| Wood Dale | 4 | 0 | 0 |
| Total | 154 | 138 | 0 |

LEADS Transactions

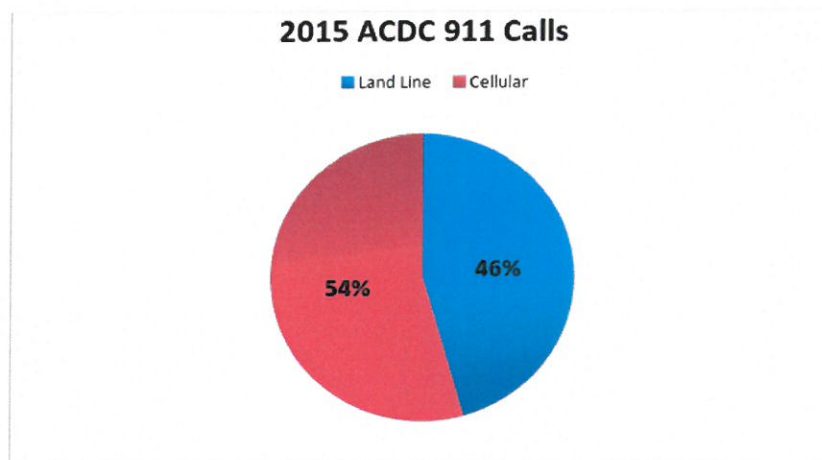
| INQUIRY TYPE | NUMBER |
|-----------------------------|----------------|
| FOID | 449 |
| CQH | 6,912 |
| SOS SOUNDEX | 11,567 |
| NAME/VEHICLE INQUIRY | 100,513 |
| ENTRY RELATED | NUMBER |
| PERSON/VEHICLE/ARTICLE/MISC | 5,239 |
| TOTAL | 124,680 |

Call Volume, CADs, Traffic Stops:

In 2015, ACDC TCs processed 147,962 incoming phone calls. Of the total calls handled, 23,560 (16%) were 911 calls, and 124,402 (84%) calls came in on the seven-digit direct or non-emergency police department lines. TCs made 43,895 outgoing calls. 191,857 phone transactions were made by ACDC. This call volume does not include calls answered by each agency's Records Departments or "desk person."

| Agency | 911 Calls | Non-Emergency Calls | Outbound Calls | CAD Without T-Stops | Traffic Stops |
|-----------------|-----------|---------------------|----------------|---------------------|---------------|
| Addison | | 71,866 | | 18,851 | 6,311 |
| Bensenville | | 14,796 | | 12,207 | 1,947 |
| Bloomington | | 29,942 | | 14,520 | 11,754 |
| Forest Preserve | | 3,098 | | 8,391 | 330 |
| *Wood Dale | | 4,700 | | *3,660 | *1,602 |
| Total | 23,560 | 124,402 | 43,895 | 57,629 | 21,614 |

* Wood Dale statistics are from October 20, 2015 – December 31, 2015.



Answer Times

The National Emergency Number Association requires that 90% of all 911 calls must be answered within 10 seconds. No standard exists for the answering of non-emergency telephone calls. In 2015, ACDC answered 99.05% of 911 calls within 5 seconds and 99.97% within 10 seconds.

| NENA Standard: 90% of all 911 calls must be answered within 10 seconds | 2014 | 2015 |
|-------------------------------------------------------------------------------|-------------|-------------|
| 911 Calls Answered Within 5 Seconds | 99.11% | 99.05% |
| 911 Calls Answered Within 10 Seconds | 99.96% | 99.97% |
| Non-E Calls Answered within 5 Seconds | 93.76% | 93.79% |
| Non-E Calls Answered Within 10 Seconds | 99.86% | 99.86% |

Complaints/Concerns

12 total complaints were made to ACDC. All were investigated; 5 were bona fide.

| Agency | Citizen Complaints | Patrol Complaints | Other Complaints | Total | Bona fide | Non-Bona fide |
|-----------------|---------------------------|--------------------------|-------------------------|--------------|------------------|----------------------|
| Addison | 0 | 1 | 0 | 1 | 1 | 0 |
| Bensenville | 0 | 4 | 0 | 4 | 2 | 2 |
| Bloomingtondale | | 6 | | 6 | 2 | 4 |
| Forest Preserve | 0 | 0 | 0 | 0 | 0 | 0 |
| Wood Dale | 0 | 1 | | 1 | 0 | 1 |
| Total | 0 | 12 | 0 | 12 | 5 | 7 |

Service Comparison

| Service | ACDC | | DUCOMM | |
|-----------------------------------------------|------|----|--------|----|
| | Yes | No | Yes | No |
| Separation of 911 & Non-Emergency Phone Lines | X | | | X |
| Criminal Histories | X | | | X |
| Monitor Cameras | X | | | X |
| Open/Close Doors | X | | | X |
| LEADS Validations | X | | | X |
| House and Process Warrants | X | | | X |
| ACDC Portal | X | | | X |
| Net RMS | X | | | X |
| Monitor Alarm Board | X | | X | |

Annual Fee for the Village of Westmont for Police and Fire Dispatch Services

| Annual Fee | 2016 Budget | 2017 Budget | 2018 Budget |
|----------------------------|---------------------|---------------------|---------------------|
| Westmont Police Department | \$317,632.00 | \$317,632.00 | \$317,632.00 |
| Westmont Fire Department | \$272,446.00 | \$272,446.00 | \$272,446.00 |
| Westmont Alarm Monitoring | \$49,918.00 | \$49,918.00 | \$49,918.00 |
| Total | \$639,996.00 | \$639,996.00 | \$639,996.00 |